

## Resolving Concerns and Conflicts Policy

NAG 2

November 2009

### Purpose

- To promote harmonious relationships.
- To deal with concerns, complaints and disputes in a positive and open manner.
- To address issues raised using protocols that allow for the process of [natural justice](#).

### Procedures

- Guidelines
  - Warrington School to be effective in its operations needs to have open processes that models positive relationships
  - Warrington School should assist in mediating issues that arise in a manner which promotes a positive outcome for all concerned
- Three Stages of Referral
  - **1st Stage: TEACHER:** Initial contact is to be with the teacher concerned. This should take place at an informal level through 2 way discussion. Every effort should be made to resolve the problem at this stage. Teachers are to keep the Principal informed of all parent concerns and complaints.
  - **2nd Stage: PRINCIPAL:** If the problem has not been resolved within an agreed time frame, the matter is to be referred to the Principal.
  - **3rd Stage: BOARD:** If the problem is still not resolved after reference to the Principal, the matter is formally referred to the Board of Trustees.
  - **NB:** A written record is to be kept in summary form of all complaints that cannot be resolved at step 1.
  - If the complaint is against the Principal then the referral will need to be directed to the Board Chairperson, then Board of Trustees.
- External services for helping with issues
  - [NZEI Principal's Professional Complaints Procedures](#)
  - [NZEI Help line](#)
  - [School Trustees Association](#)

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Signed

Board Chairperson

On behalf of and with the authority of the Board on \_\_\_\_\_